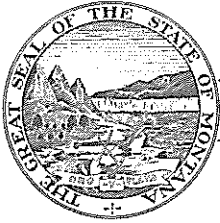


DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES  
DEVELOPMENTAL DISABILITIES PROGRAM



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June 18, 2007

TO: Don Kelly, President; Job Connection, Inc., Board of Directors  
Rita Schilling, Director; Job Connection, Inc.

FROM: Bob Trent, Quality Improvement Specialist  
Developmental Disabilities Program

SUBJECT: Annual Quality Assurance Review

Attached is the Annual Quality Assurance Review for Job Connection, Inc., for Fiscal Year 2008. This review covers the period from June 2006 through May 2007, and addresses all DDP-funded services provided by Job Connection: Supported Living, Supported Employment, Community Supports, and Transportation.

I would like to thank the Job Connection staff for their assistance with gathering documents for me to review and for arranging interviews with the consumers at their homes and job sites. I was very impressed both with the level of enthusiasm staff expressed for their jobs and with the level of satisfaction consumers expressed with their jobs in the community and with the support they are receiving from Job Connection.

cc: Suzn Gehring, DDP Regional manager  
Tim Plaska, DDP Community Services Bureau Chief  
John Zeeck, DDP Quality Assurance Specialist

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**Scope of Review:**

This review covers the period from June 2006 through May 2007, and addresses all DDP-funded services provided by Job Connection, Inc: Supported Living, Supported Employment, Community Supports, and Transportation.

**General Areas****A. Administrative****Significant Events from the Agency**

- Job Connection has developed a new data base which continues to evolve. All records (assessments, data, etc.) have been computerized, which has greatly enhanced efficiency.
- Through advocacy efforts on the part of JCI, more employers in the community are open to the idea of hiring people with developmental disabilities.
- The Supported Living Program increased by 3 consumers.
- The Community Supports Program increased by 1 consumer.
- The agency maintained a very low staff turnover of one staff.
- Although the minimum wage increased, no consumers' hours were cut back on their jobs.

**Policies and Administrative (DDP) Directives**

-Job Connection's Policy and Procedure Manual was reviewed and found to be in compliance with DDP Directives. Specifically:

- The agency's policies include an internal grievance policy and consumers are informed of how to use the process.
- Individuals receiving supported living services have a choice of support staff to work with them.
- The agency ensures adequate supervision of staff.
- The agency conducts satisfaction surveys with staff and consumers.

**Licensing**

-Job Connection has no residential facilities which are licensed by the Quality Assurance Division.

**Accreditation**

-Job Connection was last surveyed by CARF in February 2005. The findings from that survey were addressed in the FY '06 Quality Assurance Review, and are not covered by this review.

**Agency Internal Communication Systems**

-Internal Communication appears to be good within Job Connection. Staff meetings are held on a regular basis, with the job coaches meeting weekly and all staff meeting on a monthly basis. The evolving computerized data base helps ensure good communication among agency staff.

**Fiscal**

- The DPHHS desk review of Job Connection's audit report for the year ending June 30, 2005, found that there were no reportable conditions in the audit report. The management letter to the corporation recommended separation of the staff who print the checks and sign the checks as well as separating the control of the cash deposits from the reconciliation of the cash accounts. This separation is now occurring for the reconciliation.
- Job Connection submitted their end of the year report as required. It showed that the DDP funds received were expended and in many cases more than received was expended. The amount of services contracted to be provided was exceeded for each line of services.

**Appendix I**

- There were no negotiated Appendix I items for the current contract period on which to report.

**Specific Services Reviewed****A. Residential****Accomplishments**

- JCI's Supported Living Program increased by 3 individuals over the course of the year.

**Programmatic Deficiencies**

- No programmatic deficiencies were noted.

**Corrections to Deficiencies**

- No corrections to deficiencies is required.

**I. Health and Safety****Vehicles**

- Job Connection staff frequently use their own vehicles for agency business. The agency also maintains three vehicles for agency staff to use. Vehicles are maintained in good operating condition. Staff are required to maintain a current driver's license and insurance. They are also required to understand the operation manual for all company vehicles, to check the vehicle for general road worthiness before driving, and to demonstrate the ability to drive the vehicle in the presence of supervisory personnel.
- The DDP funds Job Connection through an annual grant to administer bus passes on the City of Billings MET Transit. These bus passes are offered to consumers who are capable of utilizing the generic bus system. Job Connection is commended for this effort, as this provides a very valuable service to many consumers in Billings. (QAOS #3FY07).

### **Consumers**

-Job Connection serves six individuals through its Supported Living Program. One individual (JW) was selected for review. Job Connection supports this person residentially by providing assistance with medical appointments, grocery shopping, paying bills, and budgeting. No health and safety issues were noted.

### **Medication Safety**

-There were no medication errors due to staff error for any of the people receiving Supported Living Services during the period covered by this review. Staff who assist people with their medications were found to have current Medication Administration Certifications.

### **Sites**

-The apartment of the individual reviewed was visited during this review. The apartment was clean and sanitary and found to have a functional smoke alarm and a fire extinguisher. There was documentation that smoke alarms were checked monthly. The individual was able to demonstrate that he knew how to get emergency assistance. Since the apartment has only one exit, a documentation of choice was present in the file, indicating that the individual understood the risks involved and made an informed decision to live there.

## **II. Service Planning and Delivery**

### **Individual Planning (Assessment, Implementation, Monitoring)**

-JW's file was reviewed. All objectives specified in his Individual Plan were based on assessment information, and were being implemented as written. Supported Living assistance is being provided to attend medical appointments, shop for groceries, and budget money, specifically in an attempt to pay off credit card debts. Data was up-to-date, well organized, and easy to retrieve, and included hours of service delivered in addition to a narrative summary of the service provided. Job Connection is commended for this effort (QAOS #1FY07).

### **Leisure/recreation**

-The individual reviewed attends the work support groups facilitated by Job Connection on a regular basis. He is very independent with community access, and independently attends activities within the community.

### **Client Rights**

-No issues related to violations of client rights were noted.

### **Medical/health Care**

-As mentioned above, this individual receives support to attend medical appointments and to follow-through with recommendations. No medical or health issues were noted.

**Emotionally Responsible Care Giving**

-Throughout the course of the year, and during this review, all interactions between staff and consumers were observed to be positive and indicative of emotionally responsible care giving.

**Consumer Surveys**

-For the one file reviewed, a consumer survey was included with the Individual Plan, with no issues or concerns noted.

**Agency's Consumer Satisfaction Surveys**

-Job Connection conducts annual consumer satisfaction surveys and the results are used in agency long-range planning.

**III. Staffing****Screening/hiring**

-The files of three recently hired staff were reviewed. All were found to have completed criminal background checks

**Orientation/training**

-The same three files contained documentation that comprehensive orientation training was completed for each person. As mentioned above under major accomplishments, during the course of the year Job Connection has sustained a very low staff turnover, with only one staff leaving the agency. Job Connection is commended for maintaining a healthy work environment that contributes to staff satisfaction and a low turnover rate (QAOS #2FY07).

**Staff Surveys**

-Three staff were interviewed using the prescribed Quality Assurance Staff Survey. All staff interviewed were able to satisfactorily answer the questions contained in the survey.

**IV. Incident Management****APS**

-There were no allegations of abuse, neglect, or exploitation involving agency Supported Living staff which were reported to Adult Protective Services during the period covered by this review. There was one APS report that involved a consumer in the Supported Living Program who was allegedly exploited by a family member. This report is still under investigation by APS.

**Incident Reporting**

-During the course of the year, Job Connection has submitted incident reports for all

reportable and critical incidents within stipulated time frames. The agency Incident Management Committee meets on a weekly basis to review incidents which occurred during the week, as well as to review any ongoing trends. During the course of the year, there were two critical incidents for consumers in the Supported Living Program (both involving the same person's whereabouts being unknown), and eight reportable incidents (6 medication errors—5 for one person, and 1 for another), and 2 visits to the emergency room.

## **B. Work/Day/Community Employment**

### **Accomplishments**

- By the end of April, 2007, consumers served by JCI had earned more than they earned all of the previous year.
- Despite an increase in the minimum wage, no consumers had had their hours of work decreased.
- Through advocacy efforts on the part of Job Connection, more employers in the Billings area are now becoming open to the idea of hiring people with disabilities.

### **Programmatic Deficiencies**

- No programmatic deficiencies were noted.

### **Corrections to Deficiencies**

- No corrections to deficiencies is required.

## **I. Health and Safety**

### **Vehicles**

- See comments above under residential.

### **Consumers**

- Job Connection provides Supported Employment services through its vocational program and typically such services do not formally address health and safety needs of the service recipients. However, Job Connection has historically demonstrated that the agency is always willing to 'go the extra mile' to ensure the health and safety of the folks in their services. No health and safety concerns were raised for any of the individuals reviewed. On one occasion during the course of the year, a Job Connection staff (JC) was recognized by the DDP Staff Recognition Committee for her efforts in conjunction with a staff person from another agency to ensure that an individual jointly served by both corporations received prompt medical attention when he needed to go to the hospital after regular working hours. Such teamwork with staff from another agency demonstrates a strong commitment to providing quality services and ensuring health and safety of service recipients.

**Medication Safety**

-Job Connection does not typically assist vocational service recipients with their medications.

**Sites**

-All five individuals selected for review were interviewed at their job sites. No health and safety issues were noted at any of the job sites. All of the individuals interviewed expressed satisfaction with their jobs. Length of service ranged from just over a year to more than eight years. Employers for three of the individuals were also interviewed, and each of them said they felt that the employee in question was a valued employee. One was considered to be 'part of the family.' It was nice to find people with disabilities to be such valued members of the work force.

**II. Service Planning and Delivery****Individual Planning**

-The files of all five individuals were reviewed and all plans were found to be based on assessment information and to address specific client wishes and needs. Objectives were related to long range goals and implemented as specified in the plans. Data was thorough, well-organized, and easy to retrieve, and Job Connection is commended for this effort (QAOS #1FY07). I would suggest that for vocational service recipients, the hours of service delivered be included as well as a narrative of the service provided, as is the case for the individuals receiving Supported Living Services. A new computer program, which is scheduled to be on-line soon, is expected to accomplish this task.

**Leisure/recreation**

-Job Connection emphasizes the importance of leisure and recreation activities through its Work Support Groups, organized recreational events, and other classes and groups to enhance the personal growth and acquisition of social skills, manners, personal hygiene, and work ethics. This demonstrates a holistic approach to job performance and satisfaction. Most of the consumers served in Job Connection's vocational program participate in one or more of the activities offered.

**Client Rights**

-Job Connection has historically been a strong advocate for the rights of people with disabilities, and no issues related to violations of individual rights was noted.

**Medical/health Care**

-Medical and health care are not typically a part of vocational services, but as mentioned above, Job Connection consistently offers support beyond the workplace to ensure that the medical and health needs of the people it serves are met.

**Emotional Responsible Care Giving**

-All interactions observed between staff and consumers were noted to be positive and caring.

**Consumer Surveys**

-All files reviewed contained consumer surveys as part of the Individual Plans, with no problems or concerns noted.

**Agency's Consumer Satisfaction Surveys**

-Job connection performs annual consumer satisfaction surveys and the results are used to direct long-range planning for the agency.

**III. Staffing****Screening/hiring**

-See comments above under residential.

**Orientation/training**

-See comments above under residential.

**Staff Surveys**

-See comments above under residential.

**IV. Incident Management****APS**

-There were no allegations of abuse, neglect, or exploitation which involved agency staff for any of the individuals served through the vocational program. There was one report to APS that involved an individual receiving vocational services who was alleged to have been physically abused by a friend.

**Incident Reporting**

-See comments above under residential. During the course of the year there was one reportable incident involving a vocational services recipient who had a visit to the emergency room of the hospital.

**C. Community Supports****Accomplishments**

-The Community Supports Program expanded by one individual over the course of the year.

**Programmatic Deficiencies**

-No programmatic deficiencies were noted.



## **Corrections to Deficiencies**

-No corrections to deficiencies is required.

## **I. Health and Safety**

### **Vehicles**

-See comments above under residential.

### **Consumers**

-Job Connection serves 16 individuals through its Community Supports Program. Five individuals were selected for review. Health and safety needs were addressed in the service agreements for four of the five individuals.

### **Medication Safety**

-Job Connection does not assist with medication administration for any of the consumers receiving Community Supports.

### **Sites**

-Four of the consumers receive residential support and were interviewed at their apartments during the course of this review. All apartments were found to be clean and sanitary and to have functional smoke alarms and fire extinguishers and two means of egress. Documentation of smoke alarm checks included a notation for when a new battery was installed, an example of excellent record keeping. Each consumer was able to demonstrate that he/she knew how to access emergency assistance. No health and safety issues were noted.

## **II. Service Planning and Delivery**

### **Individual Planning**

-The files of all five individuals selected were reviewed. Objectives were found to be based on assessment data and reflected individual wishes and needs, and were implemented as specified in the Individual Plans. In all cases, data was up-to-date, thorough, and easy to retrieve. Narrative summaries provided good information on the services provided. Job Connection is commended for this effort (QAOS #1FY07). As mentioned above under Vocational, I would suggest that the data collection methods be expanded for Community Supports to include actual hours of support delivered, as is the case with data collection for Supported Living recipients.

### **Leisure/recreation**

-The Service Agreements for two of the individuals reviewed contained objectives for social, leisure, and recreation activities. Documentation indicated that those objectives were being implemented as specified.

**Client Rights**

-No issues related to violations of client rights were noted for any of the individuals reviewed.

**Medical/health Care**

-The Service Agreements for four of the individuals reviewed contained objectives for medical and health issues. Specifically, these objectives related to assistance attending medical appointments, and understanding and following-through with medical recommendations. The data indicated that all objectives were being implemented as specified.

**Emotionally Responsible Care Giving**

-All interactions observed between staff and consumers in the Community Supports Program were noted to be positive and caring.

**Consumer Surveys**

-The files of all five individuals reviewed were found to contain consumer surveys with no issues or concerns noted.

**Agency's Consumer Satisfaction Surveys**

-As mentioned above, Job Connection performs annual consumer satisfaction surveys, and the results are synthesized and used to direct agency long-range planning.

**III. Staffing****Screening/hiring**

-See comments above under residential.

**Orientation/training**

-See comments above under residential.

**Staff Surveys**

-See comments above under residential.

**IV. Incident Management****APS**

-There were no allegations of abuse, neglect, or exploitation involving Job Connection staff and individuals served through the Community Supports Program. There was one report to APS that involved an individual receiving Community Supports who was alleged to have been exploited by a friend.

**Incident Reporting**

- There were four critical incidents and two reportable incidents involving consumers receiving Community Supports. Of the critical incidents, one involved an unplanned hospitalization, a second was due to a suicide threat, a third because of an automobile accident for which the police issued a citation, and the fourth due to a consumer inappropriately exposing himself to a member of the community. The reportable incidents related to a minor injury at work and to an automobile accident with no citations or injuries.
- See also comments above under residential.

**D. Transportation****Accomplishments**

- No major accomplishments were noted for the year. However, a commendation is offered to Job Connection for administering a grant from the DDP to provide bus passes on the Billings Transit system for individuals who are capable of independently accessing the city bus system. DDP appreciates this service, as it provides transportation to many folks in Billings (QAOS #3FY07).

**Programmatic Deficiencies**

- No programmatic deficiencies were noted.

**Corrections to Deficiencies**

- No corrections to deficiencies is required.

**Conclusion**

Job Connection provides quality Supported Living, Supported Employment, and Community Supports services to 69 individuals in the Billings area. Services were found to be delivered according to individual plans and agreements, and data collection methods were well-organized, thorough, up-to-date, and informative. Job Connection staff have historically demonstrated that they are willing to go above and beyond expectations to ensure the health and safety of the individuals they serve, and the agency maintains a very healthy work environment, as evidenced by a very low staff turnover rate.

**Findings Closed**

- There were no adverse findings in this review.

**Findings Open/plan of Correction**

- No findings remain open, nor are any Corrective Action Plans required.





While reviewing the AWACS DDP prototypes, the project team made the following changes:

**Changes Made To Prototype:**

- AWACS DDP Client Search Screen (Use Case 2)
  - At least one search criteria field must be entered.
  - Sort alphabetical by last name, first, and middle name (ascending) and then by date of birth (in descending chronological order).
  - Add DDP Program Exit Date to search results block.
- AWACS DDP Client Screen (Use Case 3)
  - Add a new Facility tab that allows DDP to identify the provider's facility that the client is residing in or to identify an "other" type of residence.
- AWACS DDP Provider Search Screen (Use Case 7)
  - Change "Provider ID" to "DDP Provider ID"
  - Add "Expiration Date" column to search results block
  - At least one search criteria field must be entered
  - Sort alphabetical by provider name ascending
  - Add column sort buttons
- AWACS DDP Provider Screen (Use Case 9)
  - Change "Provider ID" to "DDP Provider ID" in header
  - Add "Common (AWACS) Provider ID" to header
  - For provider's that have specified EFT, the SOR will be mailed to the Warrant Mailing Address
  - Remove the SOR Mailing Address from the Mailing Address tab
  - The Effective End Date on the Qualifications tab can be null.
  - Remove the Effective Dates from the Holidays tab
  - The Fiscal Year selection will be derived from the Holiday code table (i.e., only the fiscal years for which standard holiday information has been entered will display).
  - The screen will not allow entry of a holiday calendar date that is earlier than the current system date.
  - The service related code tables will provide an indicator to identify those services for which a holiday rate applies.
- AWACS DDP Invoice Search Screen
  - Change "Provider ID" to "DDP Provider ID" in header
- AWACS DDP Invoice Pending Authorization List Screen
  - Change "Provider ID" to "DDP Provider ID" in header
- AWACS DDP Invoice Detail Screen
  - Add "Contract Type" to header
  - Separate invoices will be generated for each contract type ICP Standard, Non-ICP Standard, and Grant Individual
  - Enable the Comment field on the invoice entry tabs
  - Enable the Cost field on the invoice entry tabs
  - If a cost is entered or modified for an invoice line, the system will maintain the original rate and unit information submitted. [awaiting the closure of an action item]